BARCODE TECHNOLOGIES

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RFID Troubleshooting and Setup

Mike Nichols - 2023-06-02 - in AssetCloud Getting Started

Only AssetCloud supports RFID today

Did we supply the tags? If not:

- Do the tags have barcodes? If not, you probably can't help them.
- Ask if they are hex or ASCII. If they don't know, they need to find out.
 - Make sure the Scan Parsing routine is set to properly decode the tags.
- If they are mounted on metal, are they metal-mount tags? If not, they need to get new tags.

Do they have RFID enabled?

• In the browser, under Mobility, do they have the RFID Configuration option? If not,

RFID is not enabled in their tenant.

On the mobile device:

- Do they have an integrated or attached UHF RFID reader? The internal RFID reader used for pairing will not work. It is a different technology.
- If the RFID icon does not turn amber:
 - In AssetCloud, under Settings, make sure they selected the proper reader?
 - You may need to reboot the mobile device.

Setup:

- 1. Start the AssetCloud app.
- 2. On the desktop, under Mobility, select Scan Parsing Configuration.
 - Replace the information there with the information in Scan Parsing for Hex RFID or Scan Parsing for ASCII RFID whichever is appropriate.
- 3. On the desktop, make sure that assets have been created using the IDs in the RFID tags. Note their location.
- 4. On the desktop, in Settings, under Mobile, make sure that Scan Parsing is enabled.
- 5. On the mobile device, start the AssetCloud app and log in using the same credentials as the desktop.
- 6. On the mobile AssetCloud app, Select Settings.
 - Press Download.
 - Under RFID Rule, select appropriate RFID Rule.
- 7. On the mobile AssetCloud app, select Audit.
 - Select a site that has RFID tagged assets.
 - Select a location that has RFID tagged assets.
 - Set the date.
 - Select FIND ASSETS at the bottom of the screen.
 - Select the Asset Tag field at the top of the screen.
 - In the middle of the screen, select the scanner icon. This will turn amber after a few seconds.
 - To the left of that icon, touch the dot twice to change 3dB to 30dB.
 - Pull and hold the trigger on the reader as you walk around the location. A tag count should show up.
 - Once you release the trigger, all of the assets found will be checked.
 - Pull the trigger as many times as you need to check all of the boxes.